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LISTENING EFFECTIVELY

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What's To Come

- » What It Means to Listen
- » Ways of Listening
- » Common Barriers to Effective Listening
- » Honing Your Listening Skills

What It Means to Listen

- » Listening is the active process of making meaning out of another person's spoken message
 - Listening is active, not automatic
 - Listening requires more than just hearing, which is the sensory process of receiving and perceiving sounds

What It Means to Listen



- » Listening effectively is important
 - We spend much of our waking day listening
 - Good listening skills are essential in the workplace, families, and social relationships

What It Means to Listen

- » Two common misconceptions about listening:
 - Myth: Hearing is the same as listening
 - Myth: Listening is natural and effortless



What It Means to Listen



- » Culture can affect many dimensions of listening behavior
 - Expectations for directness
 - Nonverbal listening responses
 - Understanding of language

Ways of Listening

» HURIER model of effective listening

- Hearing
- Understanding
- Remembering
- Interpreting
- Evaluating
- Responding

Ways of Listening

» People often engage in one or more of the following types of listening

- Informational listening
- Critical listening
- Empathic listening



Definition slides to follow

Ways of Listening

» **Informational listening** means listening to learn

- We engage in informational listening when taking notes in class, watching the news, or paying attention to driving directions
- Informational listening is a relatively passive process

Ways of Listening

» **Critical listening** means listening to evaluate or analyze something

- We engage in critical listening when we pay attention to a commercial to see whether we want to buy a product
- Critical listening doesn't necessarily mean criticizing what we're hearing; rather, it means *evaluating* what we're hearing

Ways of Listening

» **Empathic listening** means trying to understand what the speaker is thinking or feeling

- Perspective taking helps us understand a situation from another's point of view
- Empathic concern is the ability to identify how someone is feeling and to experience those feelings ourselves

Common Barriers to Effective Listening



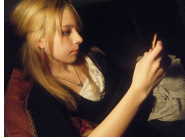
» **Noise** is a barrier to effective listening

- Noise is anything that distracts us from listening to what we wish to listen to
- Some noise is physical
- Some noise is psychological

Common Barriers to Effective Listening

» **Pseudolistening** and **selective attention** are barriers to effective listening

- Pseudolistening means pretending to pay attention to someone
- Selective listening means listening only to hear what we want to hear



Common Barriers to Effective Listening

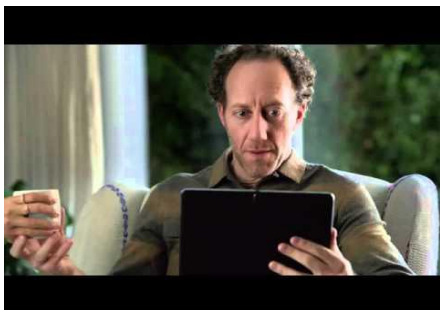
» **Pseudolistening** and **selective attention** are barriers to effective listening

- Pseudolistening means pretending to pay attention to someone
- Selective listening means listening only to hear what we want to hear



“Yea, dad. Uh, huh.”

Common Barriers to Effective Listening



Pseudolistening

Common Barriers to Effective Listening



Common Barriers to Effective Listening

- » **Information overload** is a barrier to effective listening
 - We are exposed to multiple messages daily
 - It can be difficult to pay attention to particular messages when we have to process so many



Common Barriers to Effective Listening

The screenshot shows the Wikipedia article for "Email bankruptcy". The article text reads: "Email bankruptcy is a term used to explain a decision to delete all emails older than a certain date, due to an overwhelming volume of messages. The term is usually attributed to author Lawrence Lessig in 2004,^[1] though it can also be attributed to Dr. Sherry Turkle in 2002.^[2] An insurmountable volume or backlog of legitimate messages (e.g. maybe on return from an extended vacation) may also lead to bankruptcy. During the act of declaring email bankruptcy, a message is usually sent to all senders explaining the problem, that their message has been deleted, and that if their message still requires a response they should resend their message.^{[1][4]}"

References [edit]

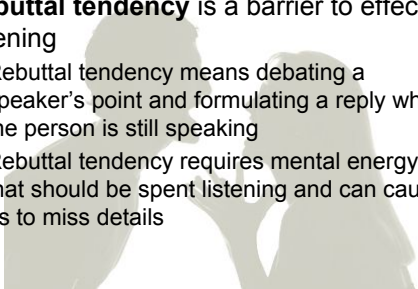
- ^[1] Mike Magrino (25 May 2007). "E-Mail Reply to All: Leave Me Alone". *The Washington Post*. Retrieved 15 November 2007.
- ^[2] Constance Rosenberg (14 February 2002). "ESSAY: In Lost E-Mail, a Dividend". *The New York Times*. Retrieved 14 February 2002.
- ^[3] John Haskin (14 October 2007). "Office staff he dates in war on e-mail monster". *The Times*. Retrieved 15 November 2007.
- ^[4] "Call it the Dead Email Office". *Wired News*. 7 June 2004. Retrieved 7 June 2004.
- ^[5] "Tuesday Knight (23 October 2003): The PINK Tuesday". *NewsGroup: all region.usrcap*.
Userid: EDDC/DXC-316270uueydy@telnetcentral.com/. Retrieved 8 June 2002.

Common Barriers to Effective Listening

- » **Glazing over** is a barrier to effective listening
 - People speak more slowly than we can listen, so our minds can wander when we listen to others
 - Glazing over can cause us to miss important details, listen uncritically, and make it appear as though we aren't listening

Common Barriers to Effective Listening

- » **Rebuttal tendency** is a barrier to effective listening
 - Rebuttal tendency means debating a speaker's point and formulating a reply while the person is still speaking
 - Rebuttal tendency requires mental energy that should be spent listening and can cause us to miss details



Common Barriers to Effective Listening

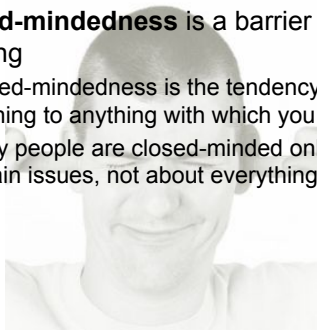
- » **Competitive interrupting** is a barrier to effective listening

- Competitive interrupting means using interruptions to take control of a conversation
- Most interruptions are not competitive



Common Barriers to Effective Listening

- » **Closed-mindedness** is a barrier to effective listening
 - Closed-mindedness is the tendency not to listening to anything with which you disagree
 - Many people are closed-minded only about certain issues, not about everything



Honing Your Listening Skills

- » Becoming a better informational listener
 - Separate what is and isn't said
 - » Ask questions that provides clarity, if needed
 - Avoid the **confirmation bias**
 - » Don't discount an opinion outright. Listen!
 - » **Example:** A reporter who is writing an article on an important issue may only interview experts that support her or his views on the issue.
 - » **Example:** An employer who believes that a job applicant is highly intelligent may pay attention to only information that is consistent with the belief that the job applicant is highly intelligent.

Honing Your Listening Skills

- » Listen for substance more than style
 - Try to avoid the **vividness effect** where dramatic or shocking events distort our perceptions of reality (ie. post-Sept 11, 2001; post Columbine)
 - **Example:** Some people are terrified to fly, but think nothing of driving an equal distance despite the fact that flying is much safer. Why? Vivid reports of infrequent airplane crashes stand out in our minds more than the people killed every day in automobile accidents.
 - **Example:** Despite the fact that research has been unable to link vaccines and autism, vivid anecdotes continue to sway the beliefs of many in the general public that there is such a connection.

Honing Your Listening Skills

- » Becoming a better critical listener
 - Be a skeptic
 - Evaluate a speaker's credibility
 - Understand probability vs. possibility.



Honing Your Listening Skills



- » Becoming a better empathic listener
 - Listen nonjudgmentally
 - Acknowledge feelings
 - Communicate support nonverbally

For Review

- » What does it mean to listen effectively?
- » Why is listening effectively so challenging?
- » How can you improve your listening skills?
